



SC-PAY GRADE 7

FINANCIAL REPRESENTATIVE I

Duties and Features of the Class:

This position is responsible for performing routine clerical tasks. The work requires the exercise of judgment, tact and courtesy in dealing with the public. Primary responsibilities include but not limited to collecting and processing various forms of payments, arranging short term payment alternatives to resolving multiple types of past due accounts, billing customers for multiple types of fees and services and accurately answering customers' questions and assisting in the resolution of billing issues. The work is performed under direct supervision and is reviewed periodically for accuracy.

Examples of Work:

Computes and collects tax, utility, permit, delinquent penalty amounts and receives check and cash payments and other miscellaneous payments; calculates fees to ensure accurate customer billing and compiles billing data for monthly closings; handles the early stages of accounts by assessing the prospect of repayment and arranging repayment schedules with established guidelines; initiates contact with delinquent customers via phone and in person as needed, responds to questions regarding all types of delinquency for stages up to two years; identifies and resolves problematic account situations where appropriate, referring more complex problems to Financial Representatives II or III; utilizes internal collection, accounting and billing systems for all account types; opens and processes incoming mail as well as processes returned mail in accordance with established procedures; verifies accuracy and legitimacy of payments received; compares and verifies totals from operating system with contents of cash register; analyzes data and understands the workflow necessary for account maintenance and corrections; assists with customer and public complaints and answers general billing questions; performs clerical tasks such as answering phones, typing, filing and mailing correspondence i.e., late notices to customers who are delinquent; initiates action to resolve complaints or discrepancies concerning customers' accounts; performs related work as required.

Required Knowledge, Skills, and Abilities:

Effectively communicates ideas and information to supervisor and co-workers; ability to communicate effectively and calmly while handling customer complaints, settling disputes, and resolving grievances and conflicts with courtesy and tact; ability to follow oral and written instructions; ability to speak Spanish is desirable; ability to establish and maintain interpersonal relationships; developing constructive and cooperative working relationships with the public, coworkers, internal and external customers; ability to answer customer questions efficiently and accurately; ability to calculate daily transactions using either computer, 10-key calculator or manually; ability to balance currency, coin and checks in cash drawers at the end of shift and prepares for deposit; knowledge of data entry systems, procedures, and equipment; some knowledge of office terminology and business math; ability to navigate various applications within the computer system (including hardware and software); excellent customer service skills.

Qualifications:

Minimum High School diploma or G.E.D, with emphasis on office practices, or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities; general knowledge of basic office practices; excellent customer service skills; working knowledge of Microsoft Office Products (Word, Excel, Outlook).

Additional Requirements:

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- 35-hour workweek (Monday thru Friday 8:30 A.M. to 4:30 P.M.)

Revised 9/2013